



# **National Finance Center Customer Notification**

**Date of Notification: June 15, 2011**

**Subject: Incoming Help Desk Call Recording**

**Database/Customer(s) Affected: All**

**Dear Customer:**

The National Finance Center recognizes that quality communications are vital to serving you, our valued customers. We constantly strive to improve our Communications Plan so that our customers can receive the right information at the right time from the right sources. We continue to assess our customer-facing help desks to gain efficiencies and improve our service delivery. An early recommendation from the Help Desk Consolidation initiative revealed we should record incoming telephone calls to foster the delivery of high quality service and the recognition of emerging trends.

Effective July 1, 2011, incoming customer telephone inquiries to the Payroll/Personnel Call Center will be subject to recording. Lessons learned from the Call Center pilot will be leveraged to all other Government Employees Services Division help desks as they implement call recording. Additional information on the call recording initiative will be provided at the July 20, 2011, CAPPS meeting.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at [Customer.Support@nfc.usda.gov](mailto:Customer.Support@nfc.usda.gov).

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### **"Tip of the Week"**

NFC Publications include system procedure manuals and bulletins, as well as related materials including brochures, quick reference guides, presentations, etc.